2024 - 2026 IT Strategic Plan

Agency: 222 Dept of Professional & Occupational Regulation

Date: 9/14/2023

Current IT State

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agencys strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agencys business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

Note: The following is taken from a Jun 2023 update to the FY22-24 update to DPOR's IT Strategic Plan. By the time the FY24-26 biennium starts DPOR anticipates that it will be close to implementing the SaaS solution described in this section.

The Department of Professional and Occupational Regulation (DPOR) protects the health, safety and welfare of the public by licensing qualified individuals and businesses and enforcing standards of professional conduct for professions and occupations as designated by statute. DPOR's vision is to be the Commonwealth's most effective agency by discovering creative ways to integrate regulatory efficiency with consumer protection. DPOR's Strategic Plan focuses on the goals, objectives and strategies associated with DPOR's two main service areas: licensing and enforcement. These service areas are collectively supported by three computer systems that operate independently and share little to no data. They are:

1. Electronic Access to Government Licensing and Enforcement System (EAGLES)
2. Enforcement Tracking System (ETS)
3. Image Retrieval Information System (IRIS)

These systems are currently operational, but have limited functionality, run on dated technologies and have become increasingly burdensome for staff to maintain and modify. In the Joint Legislative Audit and Review Commission (JLARC) October 9, 2018 report to the Governor and the General Assembly of Virginia on the Operations and Performance of the Department of Professional and Occupational Regulation, JLARC recommended that DPOR should "develop an internal plan to replace or upgrade the current licensing system. The new or improved licensing system should have the capacity to (i) accept and process applications and payments online; (ii) improve the ease of online renewals; and (iii) integrate licensing data with enforcement case management data. The plan should identify the expected staffing needs during and after the system upgrade or replacement project, how staffing needs will be met, and the cost of the proposed upgrade or project."

DPOR developed a plan and contracted with System Automation (SA) to implement a new Software-as-a-Service (SaaS) solution. VITA granted DPOR Project Initiation Approval (PIA) on February 8, 2021 to undertake a project that transitioned the agency to SA's MLO (MyLicense Office) solution. The project encountered issues and when a new management team was put in place at DPOR in early 2022, the agency director suspended the project.

In Q3 2022 DPOR received recommendations from consulting company GuideHouse about DPOR's systems and a go-forward strategy for addressing the issues with them. One of the recommendations involved embarking on a procurement effort for a new licensing and enforcement solution.

In late 2022 DPOR worked with VITA SCM (Supply Chain Management) and developed a set of requirements for an integrated licensing and enforcement solution. VITA published these requirements in an RFP that it released in January 2023. VITA SCM is currently leading negotiation efforts related to this procurement. DPOR intends to use a contract resulting from this procurement effort and resume project efforts to replace its existing three systems. DPOR's aim is to execute a Statement of Work (SOW) this summer to begin to implement a new SaaS system and complete the implementation in 18 months (this timeframe is subject to change based on the SOW that is executed)

DPOR's six (6) year strategy relative to its existing operational investments is to continue to operate its existing systems, replace these systems as soon as practical with a new integrated SaaS solution, retire the systems that have been replaced and then use the new SaaS solution.

DPOR has sufficient reserves that it intends to use to accomplish the implementation / transition to a new SaaS solution. DPOR will know later in the summer once a SOW is in place whether additional funding will be needed to operate the new solution. Additionally, DPOR will evaluate its staffing needs once it resumes project efforts and at that time be able to gauge the extent that those needs will change.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agencys existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agencys response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Note: The following is taken from a Jun 2023 update to the FY22-24 update to DPOR's IT Strategic Plan.

There are two main external factors that impact DPOR's current IT investments. They are:

1) Changes in State and Federal Laws and Regulations – DPOR is affected by both state and federal laws and regulations that add, delete or modify regulatory programs. Changes to these laws and statutes impact the scope of the DPOR's operations and subsequently, its IT expenditures. Following is a list of laws and statutes that will impact DPOR's operations, systems and / or website:

a. Federal Military Spouse Licensing Relief Act- This federal legislation requires DPOR to provide license reciprocity to active duty military and their spouses with licenses issued for the duration of their orders. This requires a small change in DPOR's licensing system for issuing and tracking these applicants.

b. Virginia HB 1940 changed an examination requirement for certain applicants (WWWOOSSP Board) under a unique variation of Universal License Recognition, which requires ensuring the licensing system correctly identifies the requirement.

c. Virginia HB 2235 and SB 1222 (Resale Disclosure Act) changed several aspects of the Common Interest Community laws requiring the development/modification of DPOR forms and updates to DPOR's website.

d. Universal Licensing Recognition (ULR) – under this new measure that becomes law on July 1, 2023, Governor Youngkin has streamlined and reduced the barriers for skilled professionals licensed in other states to enter Virginia's workforce and fill critical in-demand jobs. This measure requires extensive configuration changes to DPOR's licensing system (EAGLES). DPOR is performing and testing these configuration changes in a test environment and will roll them out in production to coincide with the timing that the law takes effect

e. Executive Order 19 (2022) – This executive order issued under Governor Youngkin requires a 25% reduction in regulatory requirements. It is expected that this executive order will impact DPOR's licensing system (both its current and the SaaS solution that DPOR will implement).

2) Increasingly stringent and constantly evolving information security and enterprise architecture requirements – for executive branch agencies like DPOR, VITA defines information security and architecture requirements that agencies must abide by or submit an exception to. The increasing pace and extent of the changes in these areas will demand more time and staff than DPOR will have. DPOR believes that the transition to an integrated SaaS environment will provide the opportunity to keep pace with the requirements.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agencys strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agencys current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

Note: The following is taken from a Jun 2023 update to the FY22-24 update to DPOR's IT Strategic Plan. By the time the FY24-26 biennium starts DPOR anticipates that it will be close to implementing the SaaS solution described in this section.

Procurement, implementation, and operation of an enterprise-wide, integrated SaaS licensing and enforcement and document management solution is the DPOR's IT investment focus of the next six (6) years. Adequate funding exists for system implementation. DPOR anticipates that adequate funding for on-going operational costs (e.g., annual subscription and maintenance costs) will be available as well. Once DPOR begins implementation work with a vendor and better understands the vendor solution, DPOR will be able to assess whether it has enough staff with the needed skillsets to support the new system. DPOR will adjust its staffing mix (full-time classified, wage and

/ or staff augmentation resources) to meet needs.

DPOR also intends to explore SharePoint, Teams, OneDrive and other M365 tools to determine if these tools can provide a more comprehensive document management and productivity approach for its operations. DPOR will likely need to train staff to enable them to be proficient in these tools. DPOR will likely need to train staff to enable them to be proficient in these tools.

IT Strategic Plan Budget Tables

Agency:	222 Dept of Professional & Occupational Regulation
Date:	9/7/2023

Current IT Services				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Projected Service Fees		$1,559,281.00		$1,606,059.43
VITA Infrastructure Changes		$440,719.00		$393,941.00
Estimated VITA Infrastructure	$0.00	$2,000,000.00	$0.00	$2,000,000.43
Specialized Infrastructure				
Agency IT Staff		$546,840.00		$889,056.00
Non-agency IT Staff		$420,000.00		
Cloud Computing Service				$1,000,000.00
Other Application Costs				
Total:	$0.00	$2,966,840.00	$0.00	$3,889,056.43

Proposed IT Investments				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Major IT Projects:		$4,168,800.00		
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	$0.00	$4,168,800.00	$0.00	$0.00

Projected Total IT Budget				

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Current IT Services	$0.00	$2,966,840.00	$0.00	$3,889,056.43
Proposed IT Investments	$0.00	$4,168,800.00	$0.00	$0.00
Total	$0.00	$7,135,640.00	$0.00	$3,889,056.43

Business Requirements For Technology

Agency:	222 Dept. of Professional & Occupational Regulation
Date:	9/7/2023

222 DPOR BReT Cloud Readiness Assessment 2018 Elec	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/29/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	

Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.

The order requires VITA to adopt a model for evaluating and incorporating cloud services into the commonwealth's information technology (IT) strategy and services. VITA has:
Started the process of creating a cloud services model
Begun obtaining information about agency systems that can be migrated to a cloud environment
Provided an overview of the process at the recent agency information technology resources (AITR) meeting
Planned additional announcements to AITRs regarding remaining steps
Included cloud-related services and migration to the new data center in the recently awarded infrastructure contracts

Additionally, VITA and all systems must move from the Commonwealth Enterprise Solutions Center (CESC) in Chester by December of 2021. One related strategy is to reduce the number of physical servicers at CESC to prepare for the move. This means migration to the cloud must be completed by that time. It is imperative to start planning now.

Agencies' IT staff members have been asked to complete cloud assessments and should be using the results to identify resource requirements. VITA encourages agencies to evaluate their resources and discuss resource planning with the appropriate financial staff to ensure work can begin as required. Resource needs should be included requests in the upcoming budget cycle.

To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud-enabled, VITA will issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.

BRnT DPOR Systems Replacement

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/28/2023
Mandate:	Yes
Mission Critical:	Yes

Description:

The Joint Legislative Audit and Review Commission (JLARC) October 9, 2018 Report to the Governor and the General Assembly of Virginia on the Operations and Performance of the Department of Professional and Occupational Regulation found that, "The many limitations of DPOR's licensing IT system create challenges for both staff and applicants. The system does not allow DPOR to offer basic, user-friendly online services and does not effectively automate key licensing processes." The Department currently operates three mission critical systems that operate independently. They are the 1) Enforcement and Government Licensing Electronic System (EAGLES); Enforcement Tracking System (ETS); and Image Retrieval Information System (IRIS). The inefficiency of operating three separate systems that are fundamental to effective agency operations is compounded by the learning curve associated with the current licensing system, the obsolete programming language used to develop and support the enforcement system, and the lack of user configurable features available in the document management system. With limited IT resources available for system enhancements and maintenance and the Commonwealth's push for cloud-based solutions, DPOR is proposing implementation of a new system with the capacity to accept/process applications (including renewal) and payments online. The new system will integrate licensing and enforcement data with document management and case management data. The preferred solution, System Automation MyLicense Platform is currently on Virginia state contract. The project will involve development of a new user and consumer-friendly solution and migration from the current systems into a new system to be hosted and maintained by System Automation (SA).

DPOR Website Modernization

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/19/2023
Mandate:	
Mission Critical:	Yes

Description:

The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are

to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards

Electronic Access to the Government Licensing and	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/28/2023
Mandate:	
Mission Critical:	
Description:	
Associated Project: CTP20602 - EO19_DPOR_Electronic Access to the Government Licensing and Enforcement System	

IT Strategic Plan Projects

There are no projects for this agency.

IT Strategic Plan Procurements

There are no stand alone procurements for this agency.